

<p style="text-align: center;">CITY OF BEAVERTON Program Coordinator - Mediation Services</p>

General Summary

Develop, administer and review dispute resolution services and programs utilizing volunteers to support Dispute Resolution Center needs including program planning and coordination, case evaluations and assignment of volunteer mediators, conducting community outreach, promotions and marketing, recruiting, training and supervising volunteers and staff, and maintaining confidential official records.

Key Distinguishing Duties

Overall responsibilities include dispute resolution services and programs, and managing volunteer mediators.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Coordinate volunteer mediator schedule. Assign cases to volunteer mediators and assist in determining appropriate service levels. Monitor and maintain all case activity including intake and follow-up, mediation services, case referral and final status determinations.
2. Supervise volunteers. Recruit, select, train, assign, schedule, evaluate and mentor volunteer mediators. Oversee and monitor volunteer mediator activities. Research, respond to and resolve problems. Manage volunteer mediator workload.
3. Provide all levels of mediation services, including intake, case assessment, facilitation and follow-up.
4. Conduct and assist mediators in community outreach efforts including presentation of information to citizens, community groups, schools and other agencies.
5. Assist and participate in the development of professional training of volunteer mediators. Provide information on conflict resolution skills, concepts and services.
6. Prepare grants proposals. Monitor goals to ensure compliance with grant standards and reporting requirements.
7. Participate in research, development and implementation of operational processes and new programs.
8. Serve as program liaison as assigned. Monitor and evaluate program effectiveness. Recommend and implement program improvements and enhancements.

9. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
10. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
11. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
12. Participate in the City Emergency Management program including classes, training sessions and emergency events.
13. Follow standards as outlined in the Employee Handbook.
14. Produce an acceptable quantity and quality of work that is completed within established timelines.
15. Support and respect diversity in the workplace.

Other Functions

1. Provide back-up and peak-load assistance to others as necessary.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Working knowledge of practices and principles of community dispute resolution.
- ◆ Working knowledge of conflict resolution theory and techniques.
- ◆ Working knowledge of the laws, regulations and ethical standards governing community dispute resolution.
- ◆ Basic knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to community dispute resolution.
- ◆ Working knowledge of human resources management as it applies to volunteers.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.

Skills/Abilities Required

- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to productively manage and participate on a team focused on producing high quality results.
- ◆ Strong ability to establish and maintain effective working relationships with employees, volunteers, contractors, other agencies, public officials and the general public.

- ◆ Advanced ability to build consensus.
- ◆ Advanced ability to facilitate group processes.
- ◆ Strong ability to demonstrate leadership behavior to volunteers, employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations.
- ◆ Ability to use a keyboard and word processing, spreadsheet programs or other application software as required for position.
- ◆ Ability to use general office equipment including typewriter, adding machine and copier.

Minimum Qualifications Required for Entry

Bachelor's degree in communication, psychology, sociology, conflict resolution, or a related field and some experience in a community mediation program, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Meet Oregon Office of Community Dispute Resolution (OOCDR) minimum requirements for community mediators.

Working Conditions

Regular focus on a computer screen; daily precise control of fingers and hand movements; ; daily standing for prolonged periods; daily dealing with distraught or difficult individuals; regular attendance at meetings or activities outside of normal working hours; regular evening work; occasional lift, move or carry objects between 20 and 50 pounds; occasional crouching, crawling, kneeling and bending; available for on-call mediation for emergency situations; operates a motor vehicle on public roads occasionally.

Classification History

As of 10/97: Neighborhood Mediation Specialist
Revised: 1/98

New class specification title 1/98: Program Coordinator--Mediation Services

Revised: 11/04

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date